

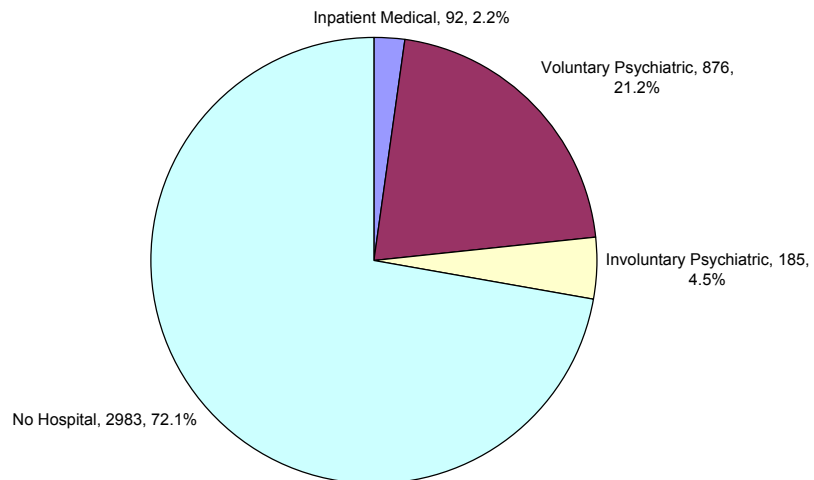
Maine Department of Health and Human Services
Office of Adult Mental Health
Third Quarter Crisis Report

STATEWIDE
Third Quarter State Fiscal Year 2010
(January, February, March)

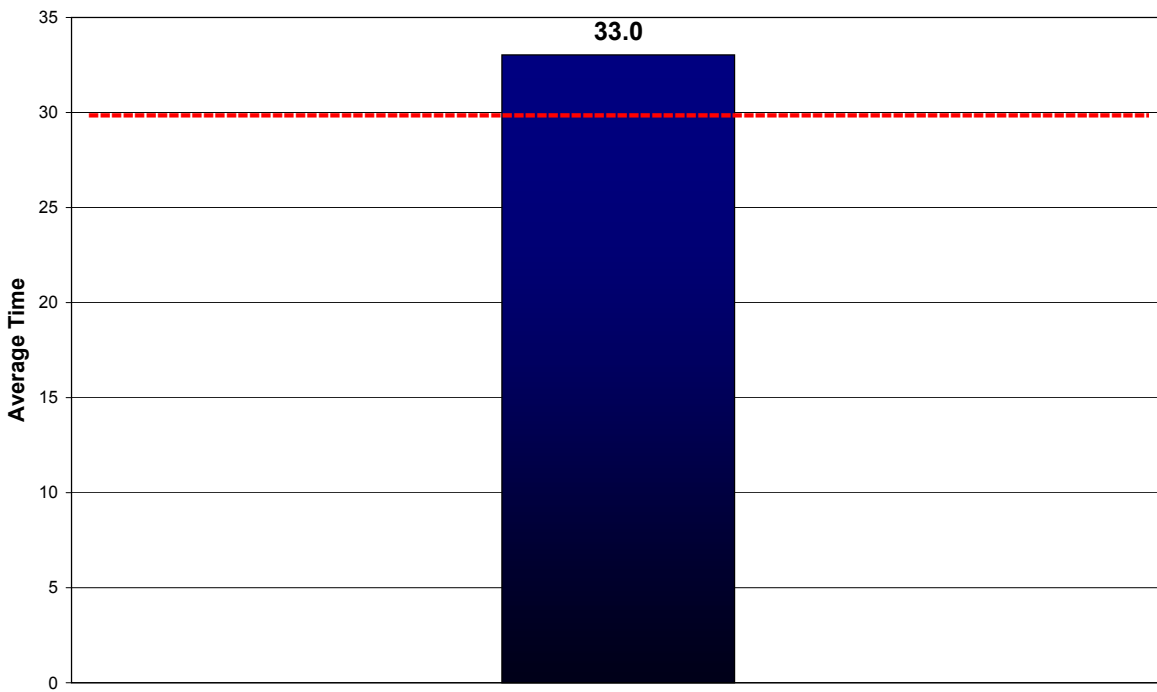
| I. Consumer Demographics (Unduplicated Counts - Face to Face) | | | | | | | | |
|---|----------------------|------|---------|------|------------------|---------------|------------|-------------|
| Gender | Males | 1826 | Females | 2037 | | | | |
| Age Range | 18-21 | 384 | 22-35 | 1250 | 36-60 | 1888 | 61 & Older | 323 |
| Payment Source | MaineCare | 2278 | Private | 555 | None | 601 | Other | 407 |
| Guardianship Status | Public/DHHS Guardian | | | 88 | Private Guardian | | | 99 |
| II. Summary of All Crisis Contacts | | | | | | | | |
| a. Total number of telephone contacts. | | | | | | | | 33233 |
| b. Total number of all INITIAL face to face contacts. | | | | | | | | 4136 |
| c. Number of face to face contacts that are ongoing support for crisis resolution/stabilization. | | | | | | | | 950 |
| III. Initial Crisis Contact Information | | | | | | | | |
| a. Total number/percentage of INITIAL face to face contacts in which wellness plan, crisis plan, ISP or advanced directive plan previously developed with the individual was used. | | | | | | | | 366 8.8% |
| b. Number/percentage of INITIAL face to face contacts who have a Community Support Worker (CI, ICI, ICM, ACT). | | | | | | | | 1064 25.7% |
| c. Number/percentage of INITIAL face to face contacts who have a Community Support Worker and whose worker was notified of the crisis. | | | | | | | | 1023 96.1% |
| d. SUM TOTAL/Average time <i>in minutes</i> for all INITIAL face to face contacts in II.b. from determination of need for face to face contact or when individual was ready and able to be seen to initial face to face contact. | | | | | | | | 136635 33.0 |
| e. Number/percentage of INITIAL face to face contacts in Emergency Department with final disposition made within 8 hours of that contact. | | | | | | | | 2216 95.7% |
| f. Number/percentage of INITIAL face to face contacts NOT in Emergency Department with final disposition made within 8 hours of that contact. | | | | | | | | 1774 97.5% |
| IV. Site of Initial Face to Face Contacts | | | | | | | | |
| Number / percentage of face to face contacts seen in : | | | | | | | | |
| a. Primary Residence (Home) | | | | | | | | 394 9.5% |
| b. Family/Relative/Other Residence | | | | | | | | 16 0.4% |
| c. Other Community Setting (Work, School, Police Dept., Public Place) | | | | | | | | 102 2.5% |
| d. SNF, Nursing Home, Boarding Home | | | | | | | | 27 0.7% |
| e. Residential Program (Congregate Community Residence, Apartment Program) | | | | | | | | 47 1.1% |
| f. Homeless Shelter | | | | | | | | 18 0.4% |
| g. Provider Office | | | | | | | | 109 2.6% |
| h. Crisis Office | | | | | | | | 859 20.8% |
| i. Emergency Department | | | | | | | | 2316 56.0% |
| j. Other Hospital Location | | | | | | | | 146 3.5% |
| k. Incarcerated (Local Jail, State Prison) | | | | | | | | 102 2.5% |
| NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts) | | | | | | Sec. IV Total | | 4136 100% |
| V. Initial Crisis Resolution (Mutually Exclusive & Exhaustive) | | | | | | | | |
| Number / percentage of face to face contacts that resulted in: | | | | | | | | |
| a. Crisis stabilization with no referral for mental health/substance abuse follow-up | | | | | | | | 255 6.2% |
| b. Crisis stabilization with <i>referral to new provider</i> for mental health/substance abuse follow-up | | | | | | | | 831 20.1% |
| c. Crisis stabilization with <i>referral back to current provider</i> for mental health/substance abuse follow-up | | | | | | | | 1174 28.4% |
| d. Admission to Crisis Stabilization Unit | | | | | | | | 667 16.1% |
| e. Inpatient Hospitalization-Medical | | | | | | | | 92 2.2% |
| f. Voluntary Psychiatric Hospitalization | | | | | | | | 876 21.2% |
| g. Involuntary Psychiatric Hospitalization | | | | | | | | 185 4.5% |
| h. Admission to Detox Unit | | | | | | | | 56 1.4% |
| NOTE: Sum of Crisis Resolutions must equal II.b. (Total no. of all INITIAL face-to-face contacts) | | | | | | Sec. V Total | | 4136 100% |

| AMHI CONSENT DECREE REPORT | | |
|----------------------------|-------------------------|---|
| IV.35 | 25.7% | No more than 20-25% of face to face contacts result in Psychiatric Hospitalization. |
| IV.36 | 33.0 Average Minutes | 90% of Crisis Phone Calls Requiring Face to Face Assessments are responded to within an average of 30 minutes from the end of the phone call. |
| IV. 37 | 96.5% | 90% of all Face to Face Assessments Result in Resolution for the Consumer Within 8 Hours of Initiation of the Face to Face Assessment. |
| IV.38 | 96.1% | 90% of all Face to Face Contacts in which the client has a Community Support Worker, the Worker is notified of the crisis. |

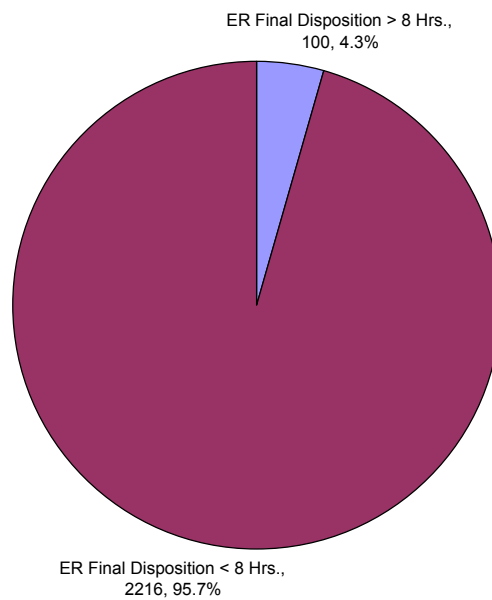
Initial Contacts Hospitalized



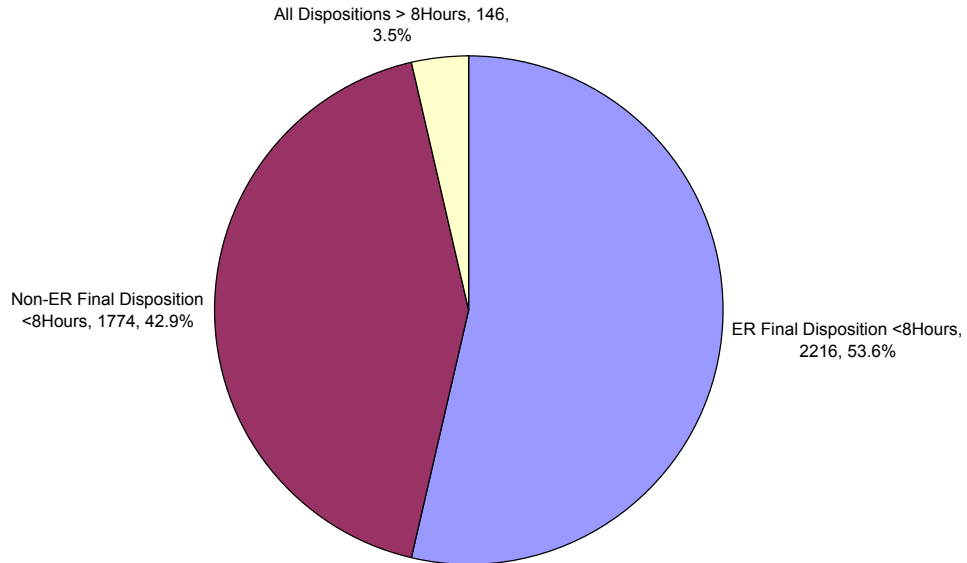
Average Time From Need Determination To Initial Face to Face Contact



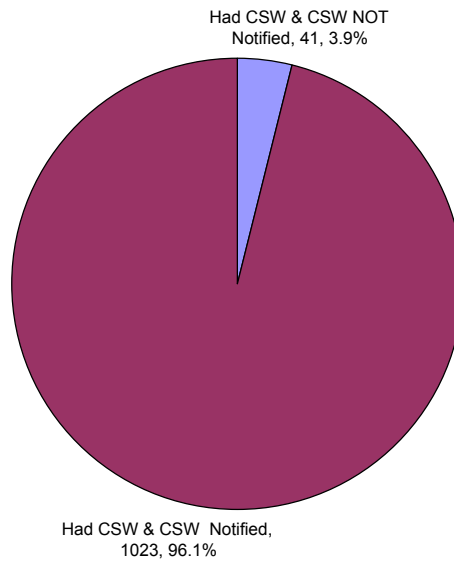
Emergency Room Disposition Within 8 Hours



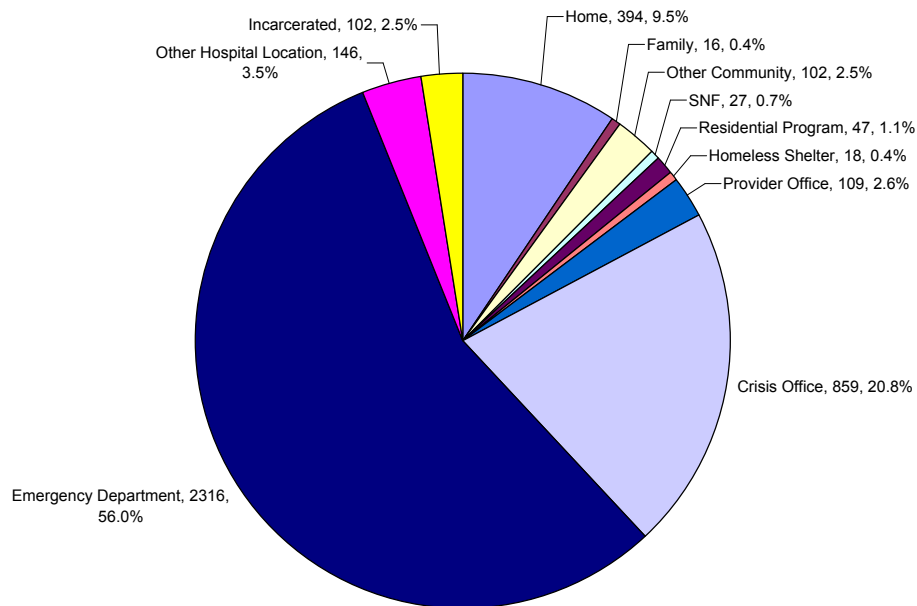
Dispositions Within 8 Hours By Site



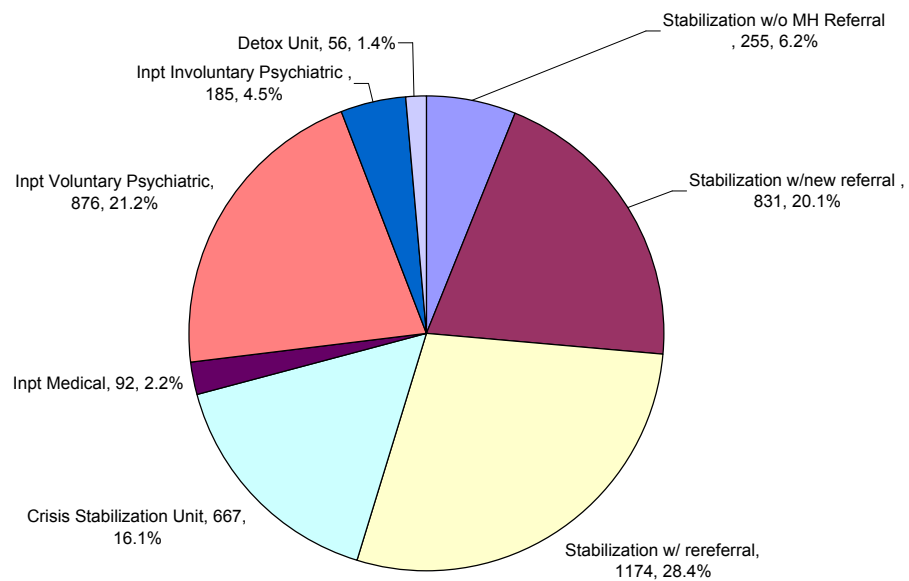
Initial Face to Face Contacts in Which the Client has a CI Worker & The Worker is Notified of the Crisis



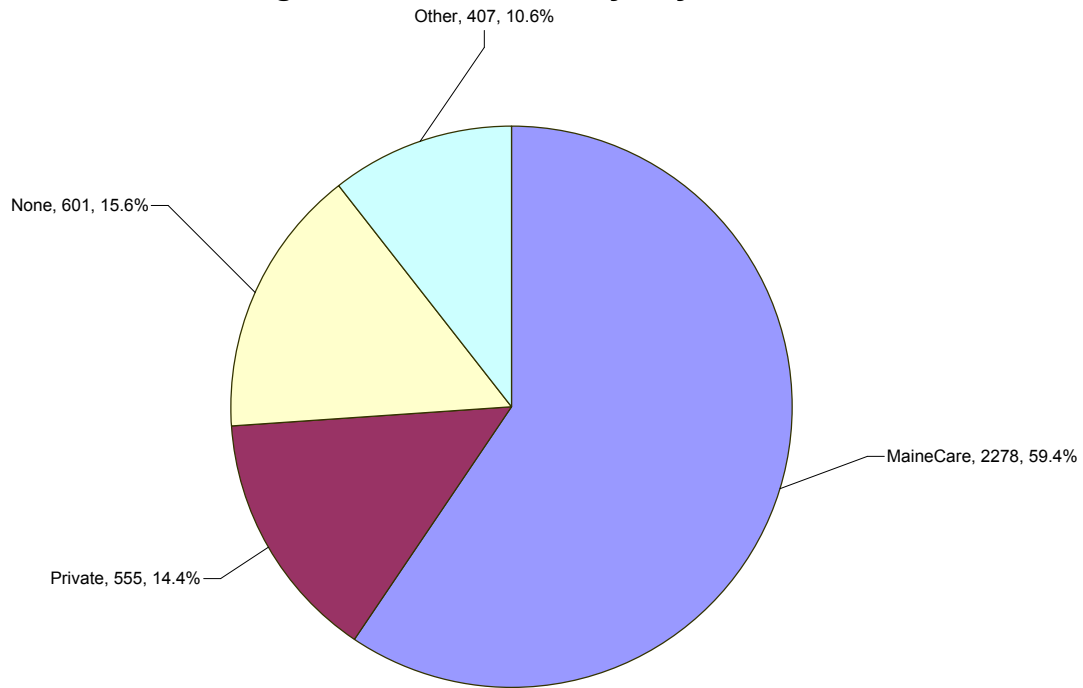
Site of Initial Face to Face Contact



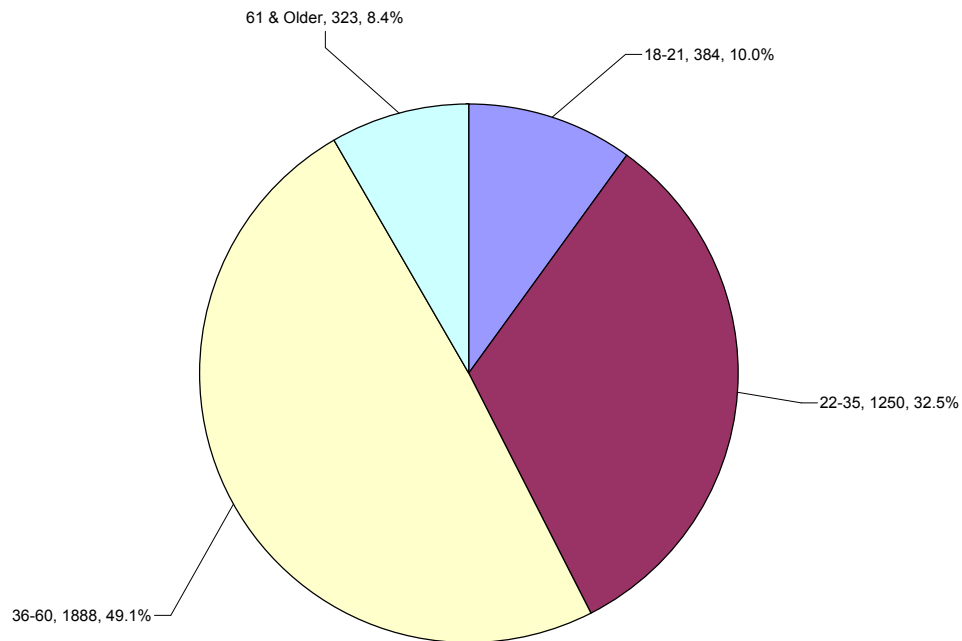
Initial Crisis Resolution



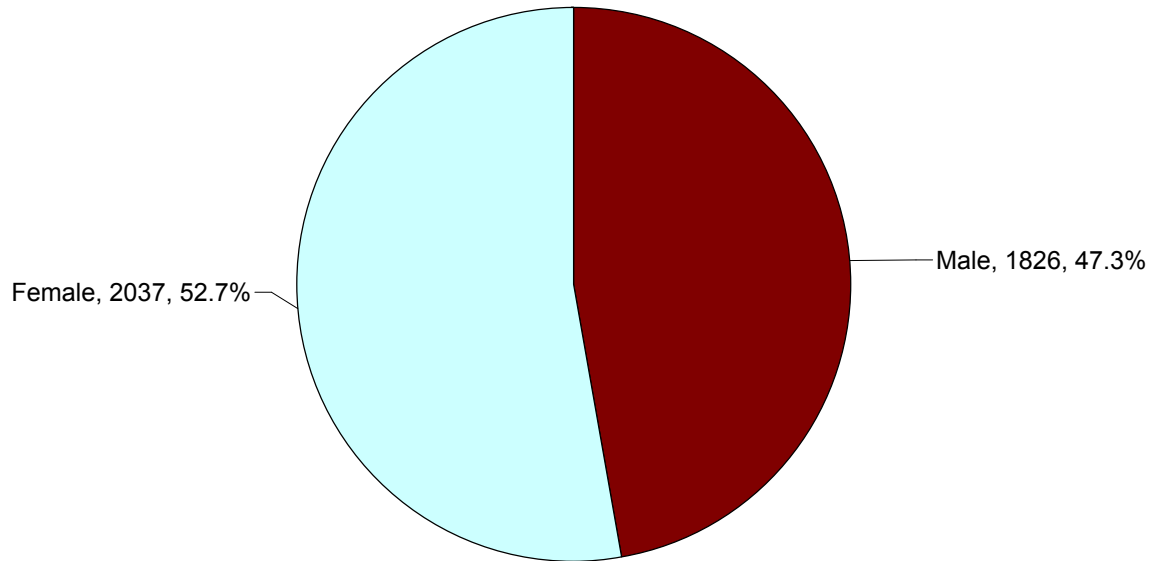
Percentage of Adults Served By Payment Source



Percentage of Adults Served By Age Cohort



Percentage of Adults Served By Gender



Face to Face Contacts Characteristics

